

Corporate Health Achievement Award

Sponsor: American College of Occupational and Environmental Medicine. Co-sponsor: GlaxoSmithKline

“Workplace Surveillance of Award Winners”

Presented by

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‘Best Practices in Workplace Surveillance’

NIOSH/NORA Workshop Nov. 7-9, 2001



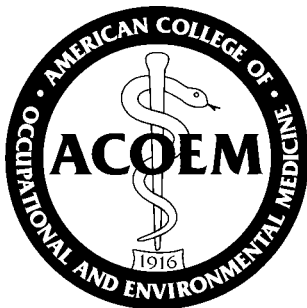
“Workplace Surveillance of Award Winners”

Purpose: This presentation is based on five years of experience using a rigorous method for assessing the status of occupational and environmental medicine programs. Exemplary workplace surveillance elements are elucidated by a review of applications for the Corporate Health Achievement Award (CHAA). Communication of the award’s assessment tools and identified best practices are described.

Workplace Settings: North American employers with over 1000 workers in service and/or manufacturing sectors can apply for the Award and receive a formal review, but any employer or worker can use the checklist, model practice examples, and the self-assessment approach regardless of the workplace size.

Summary of the Program: Since the inception of the CHAA in 1996, its objectives have remained unchanged: to foster awareness of quality occupational and environmental medical programs; to identify model programs and outstanding practices with measurable results; and to encourage organizational self-assessment and continuous improvement. A team of trained examiners scores each application and looks for comprehensive and innovative programs. Applicants gain valuable confidential insight that helps them continue to strengthen their programs in non-proscriptive, cost-effective ways. Furthermore, the health profession, management, and labor benefit from educational communications that include feedback letters, seminars at national meetings, award announcements, press releases, journal articles, “Labor Day 2000 Checklist,” thousands of award brochure mailings, and an internet web site (www.acoem.org/chaa). CHAA financial support has been from charter- and co-sponsors.

Summary of Results: Twenty CHAA and Honorable Mentions have been given to various organizations: manufacturing (11); service (4); federal agency (3); a city/county department; and, a healthcare system. Over fifty evaluators who are in positions to influence occupational medicine practices have been trained. These organizations have metrics and trends that demonstrate the effectiveness of their workplace surveillance efforts and other programs.



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Introduction/Method



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Objectives of the Award

- Champion improving employee health, safety and environmental management
- Communicate highest standards of excellence to business community
- Emphasize performance measures and outcomes
- Provide model companies with visibility and validation for their efforts

Framework

23 Items
Scope of Practice

Healthy
People

Healthy
Environment

Healthy
Company

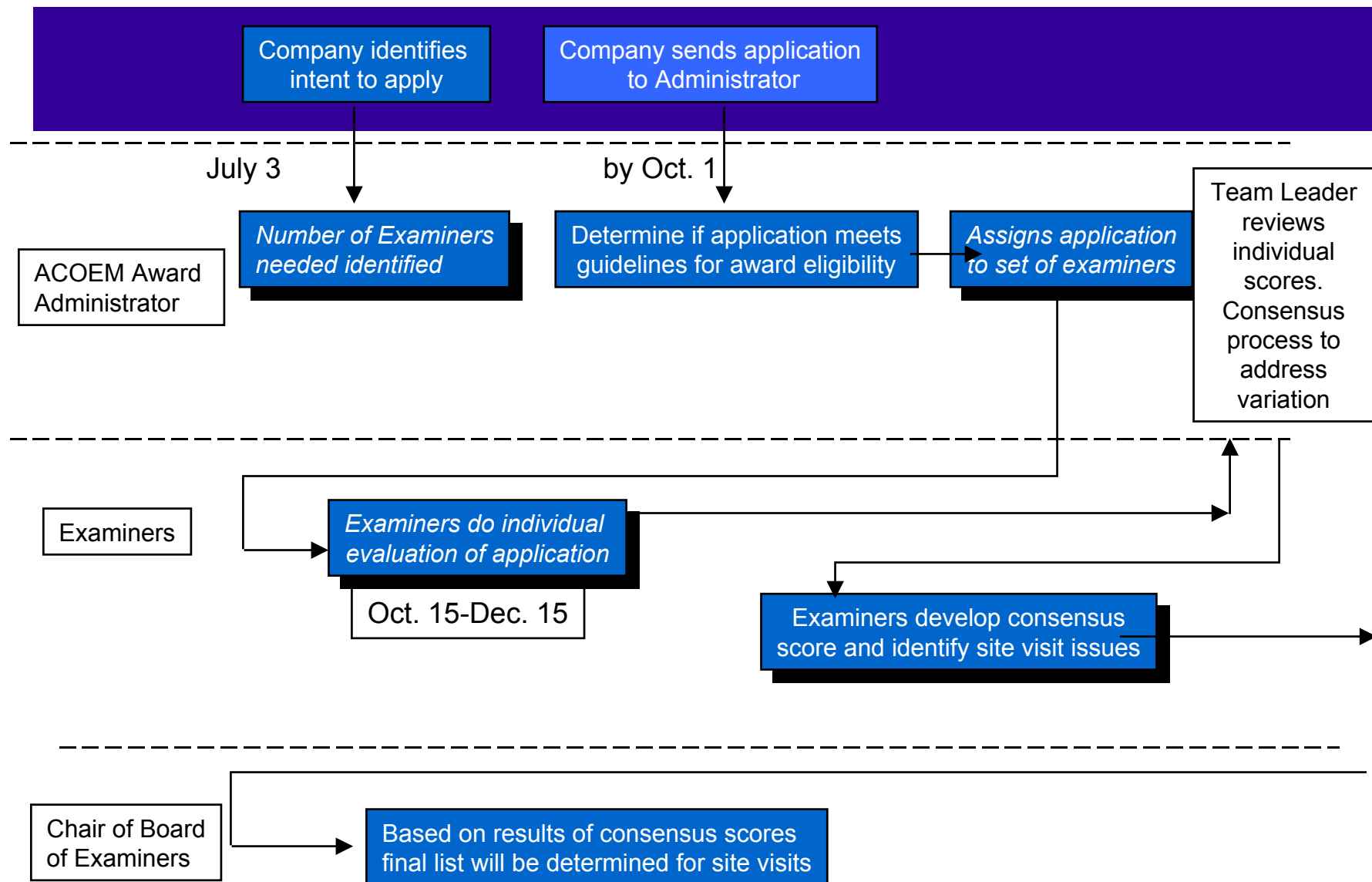
Management &
Leadership

Quality Indicators (HEDIS, Task Force)

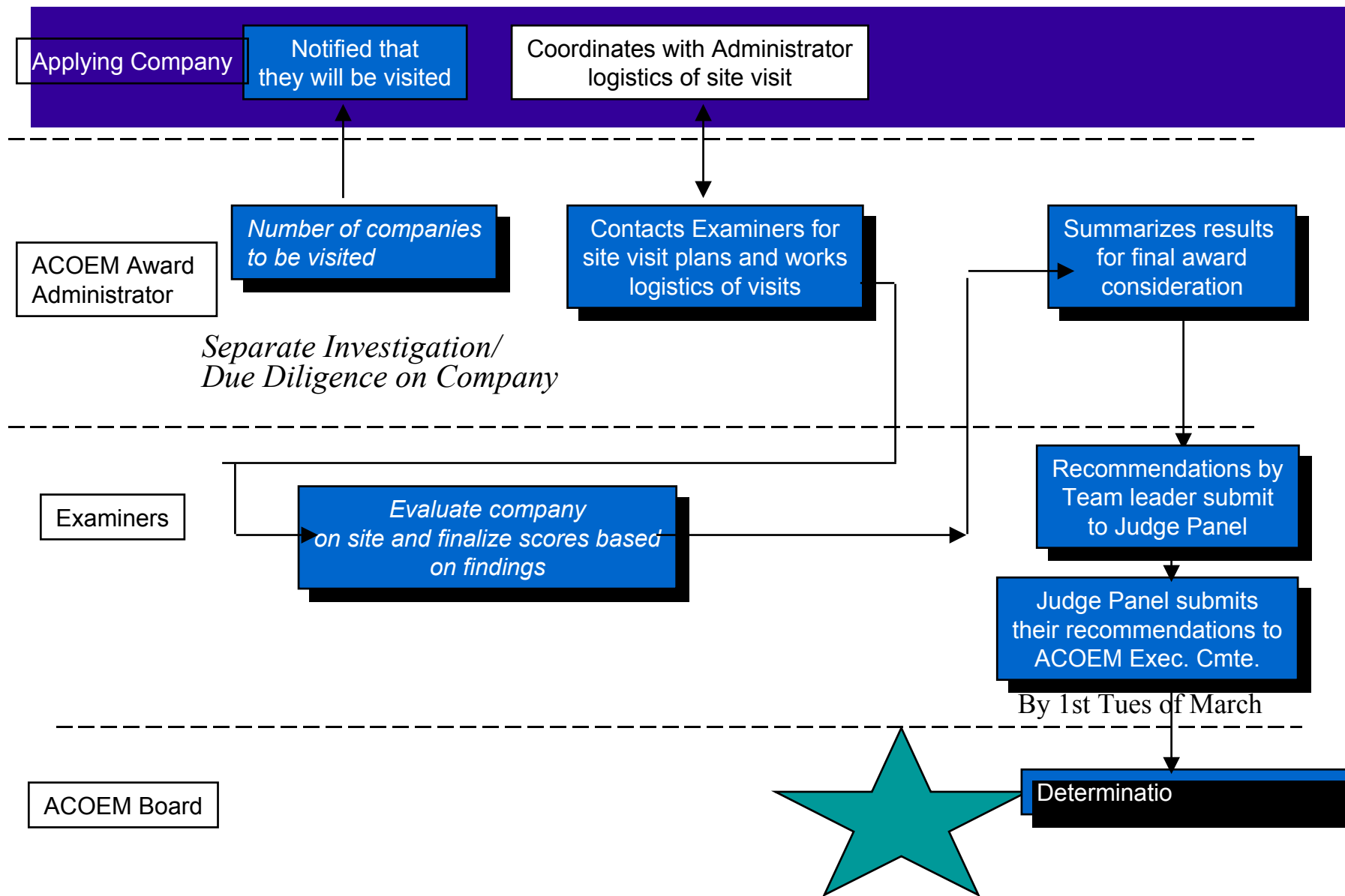
Scoring System for ACOEM Corporate Health Achievement Award

Level/Score	Description	Stage
Level I: 0%-30%	Programs: Company has evidence that appropriate programs exist in the category indicated, with emphasis on innovative programs and practices.	Approach None = 0% Comprehensive = 30%
Level II: 31%-50%	Dissemination: Company has evidence that the program exists and that it is well deployed in all appropriate areas of the company and departments of the company.	Deployment (Some areas = 31 %) (All areas = 50%)
Level III: 51%-70%	Outcomes Measures: Company has developed results measures for this category and has begun to measure these results	Early Results (Few = 51%) (Many = 70%)
Level IV: 71%-100%	Proactive Outcomes: Company has trend data and analysis demonstrating appropriate actions leading to reduction of health risk, health-cost savings, or other positive impact on the business	Trend Results (Trends and Actions = 71%) (Excellent Impact = 100%)

The Award Process

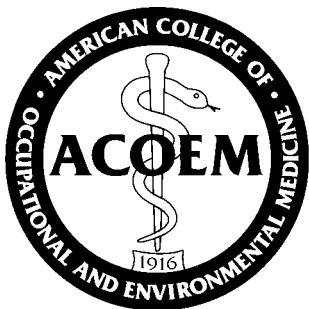


The Award Process



Feedback Report

- Each company/organization that applies gets a feedback report.
- The report consists of a listing of the primary strengths and areas for improvement based on the Examiner's findings.
- Companies/organizations that have outstanding practices may also be asked to share this information with others as well as be recognized for special recognition awards.
- The feedback report is simple, yet meaningful.
- The summary pages, without the scoring details, is the basis of the feedback.
- The details of the feedback is determined after the award decision is made.



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Results



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Award Winners -1: 1997-2001

- **AlliedSignal, Inc., Richmond, VA**
- **Baltimore Gas and Electric, Baltimore, MD**
- **The Boeing Company, Seattle, WA**
- **City of Indianapolis and Marion County Sheriff's Department, Indianapolis, IN**
- **Dow Chemical Company, Midland, MI**
- **First Chicago Bank, Chicago, IL**
- **General Electric Power Systems, Schenectady, NY**

Award Winners -2: 1997-2001

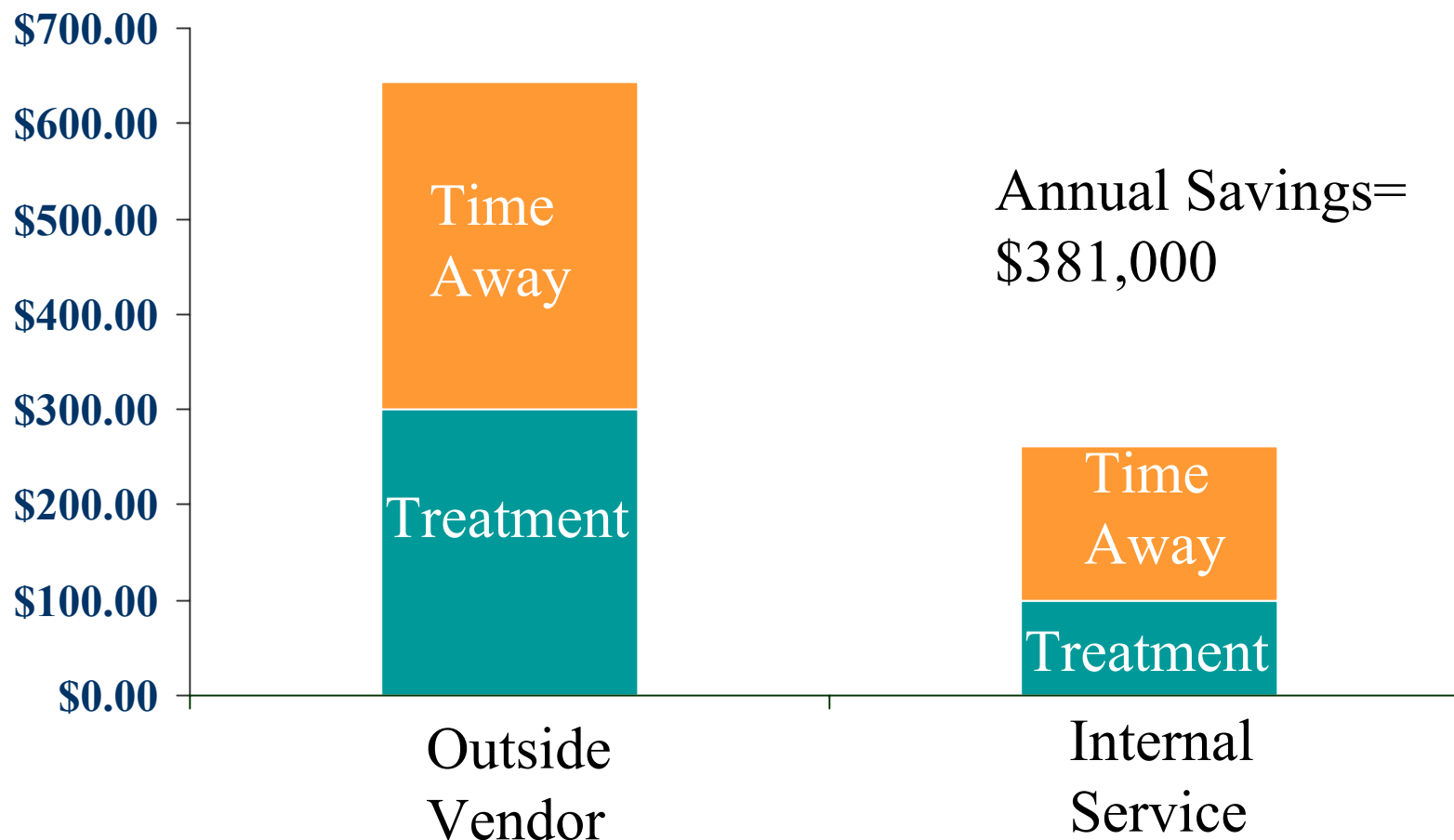
- **Glaxo Wellcome**, Research Triangle Park, NC
- **Hughes Electronics Corporation**, El Segundo, CA
- **IBM**, Armonk, NY
- **Johnson & Johnson**, New Brunswick, NJ
- **Lockheed Martin Energy Systems**, Oak Ridge, TN
- **National Security Agency**, Forte Meade, MD
- **Sherman Health Systems**, Elgin, IL

Certificates of Merit - Model Programs

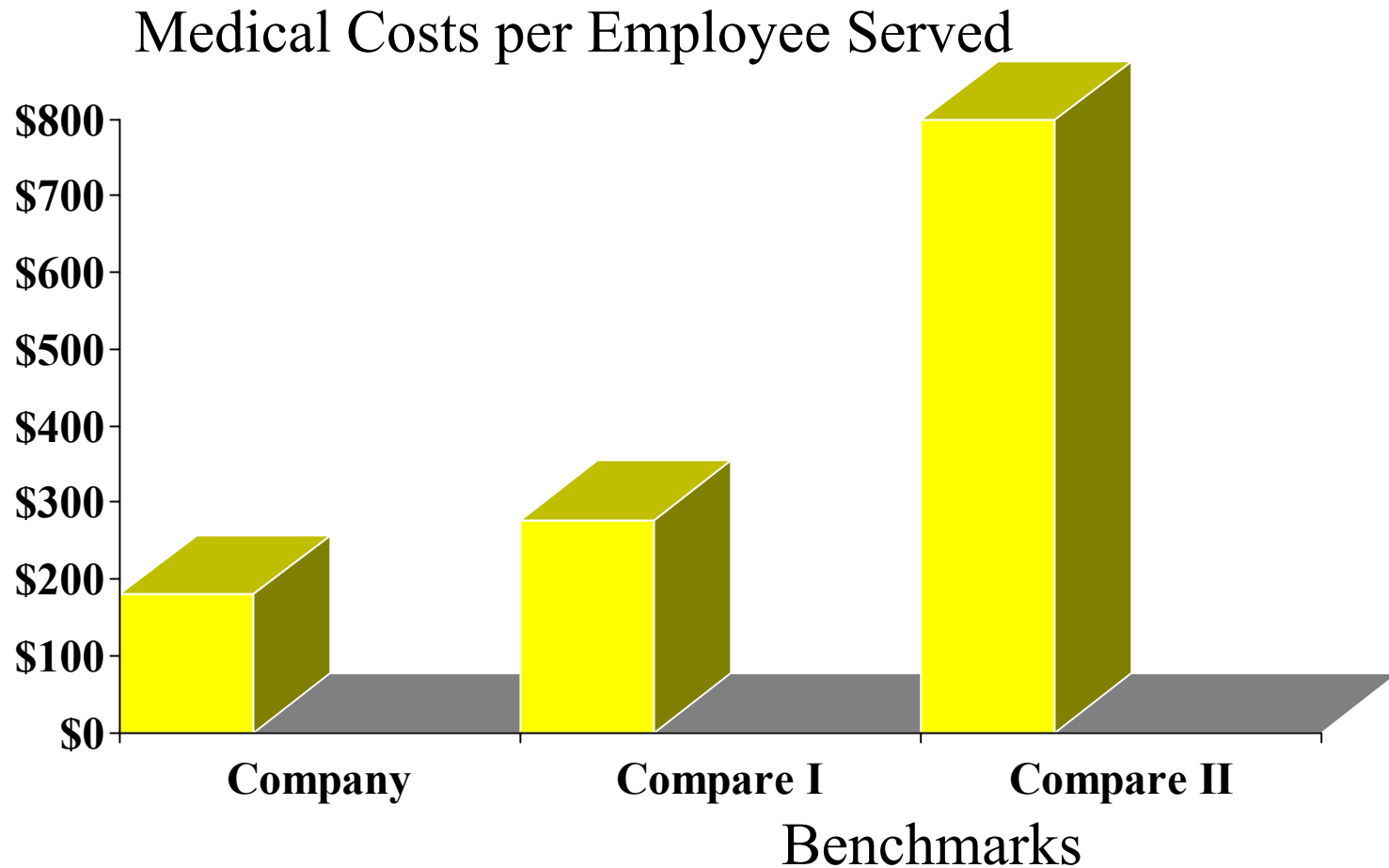
- **Brookhaven National Laboratories**, Upton, NY
- **Eli Lilly & Company**, Indianapolis, IN
- **Idaho National Engineering & Environmental Laboratory**, Idaho Falls, ID
- **Motorola Semiconductor Products Sector**,
Austin, TX
- **National Security Agency**, Fort Meade, MD
- **Pitney Bowes, Inc.**, Stamford, CT

Company A: Item 1.1(Health Evaluations)

Medical Surveillance and Examinations

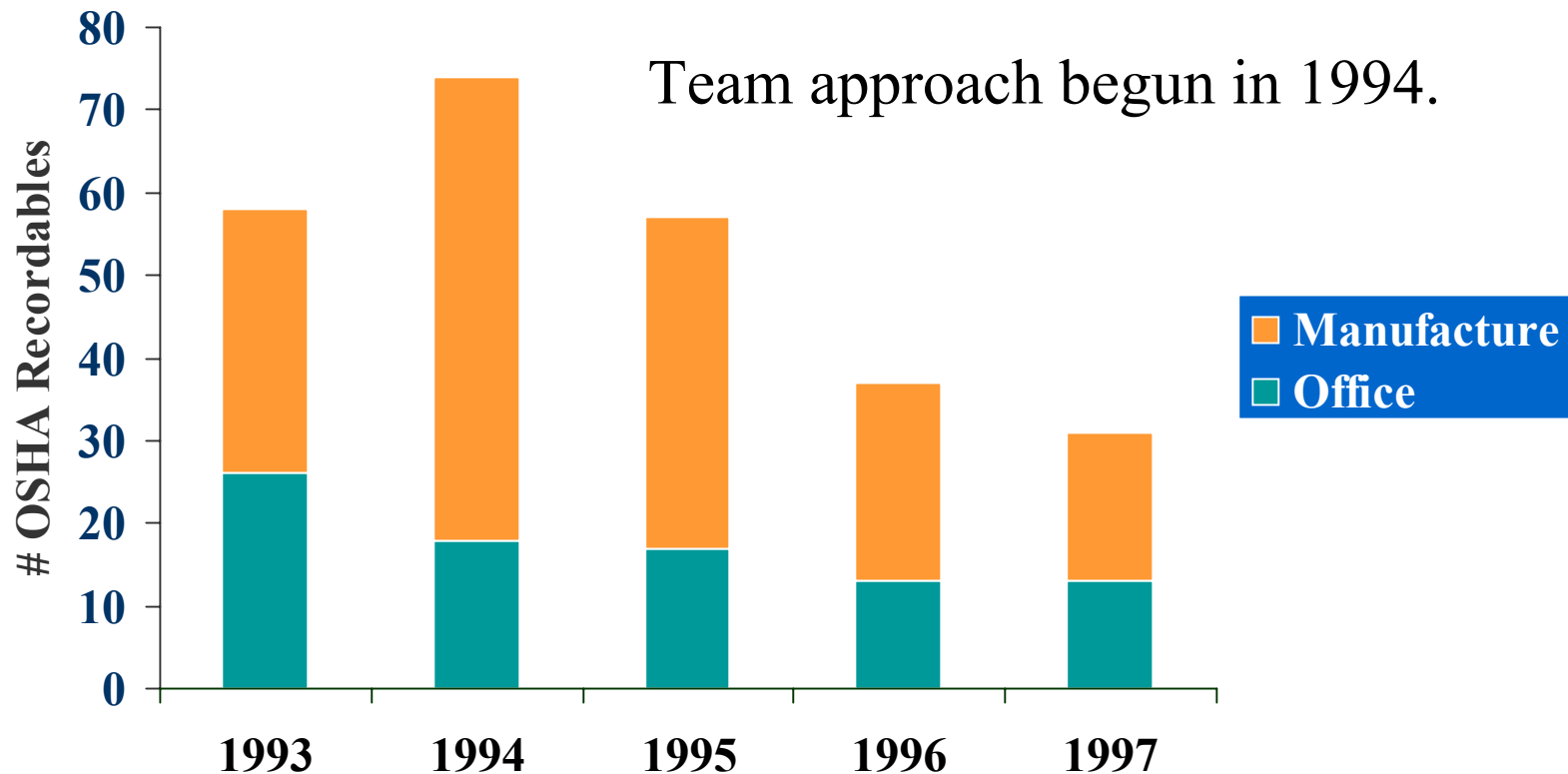


Company A: Item 4.2 (Program Assessment)



Company B: Item 2.1(Hazard Abatement)

Ergonomic Program

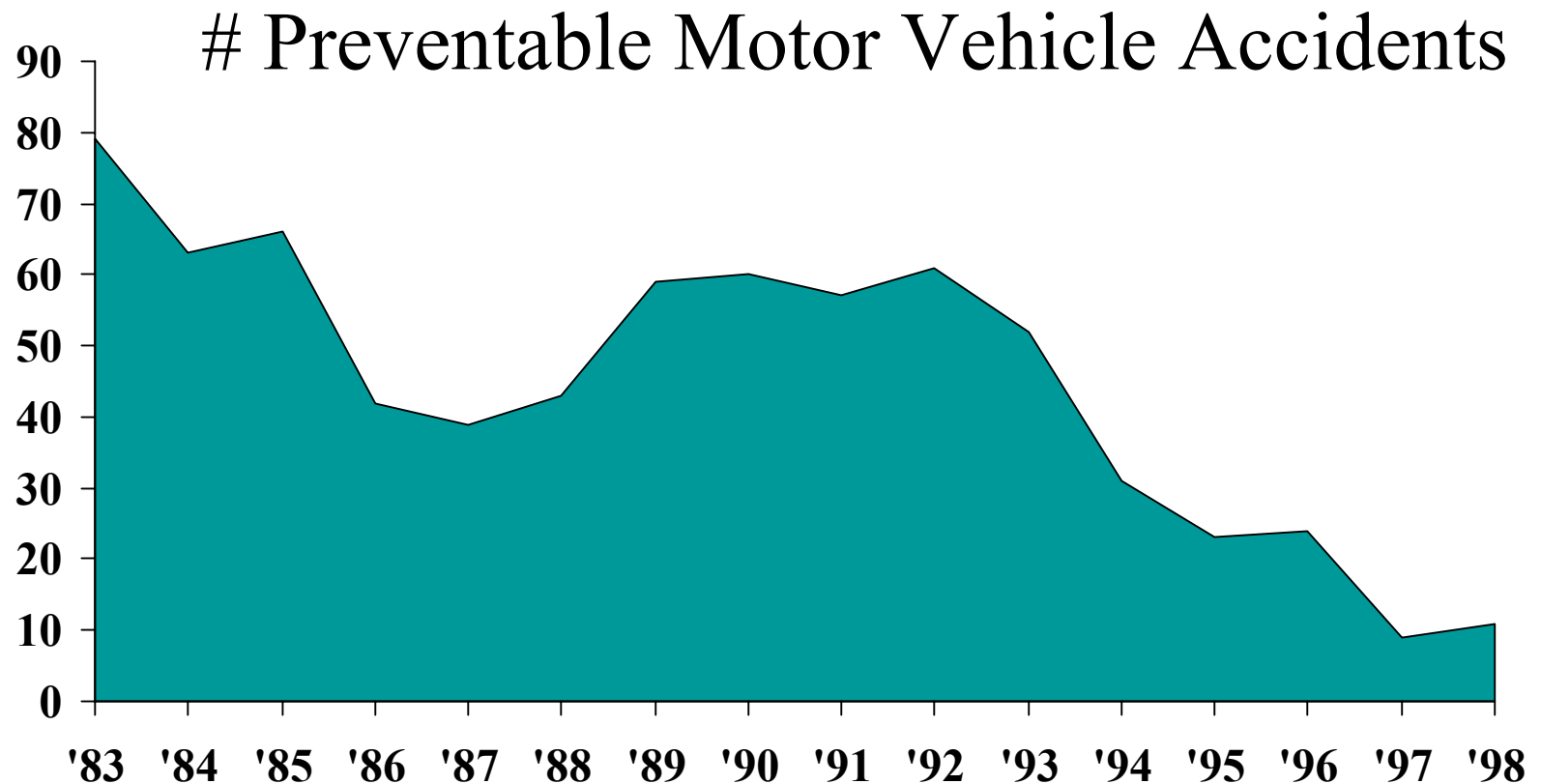


Company C: Item 1.2 (Treatment)

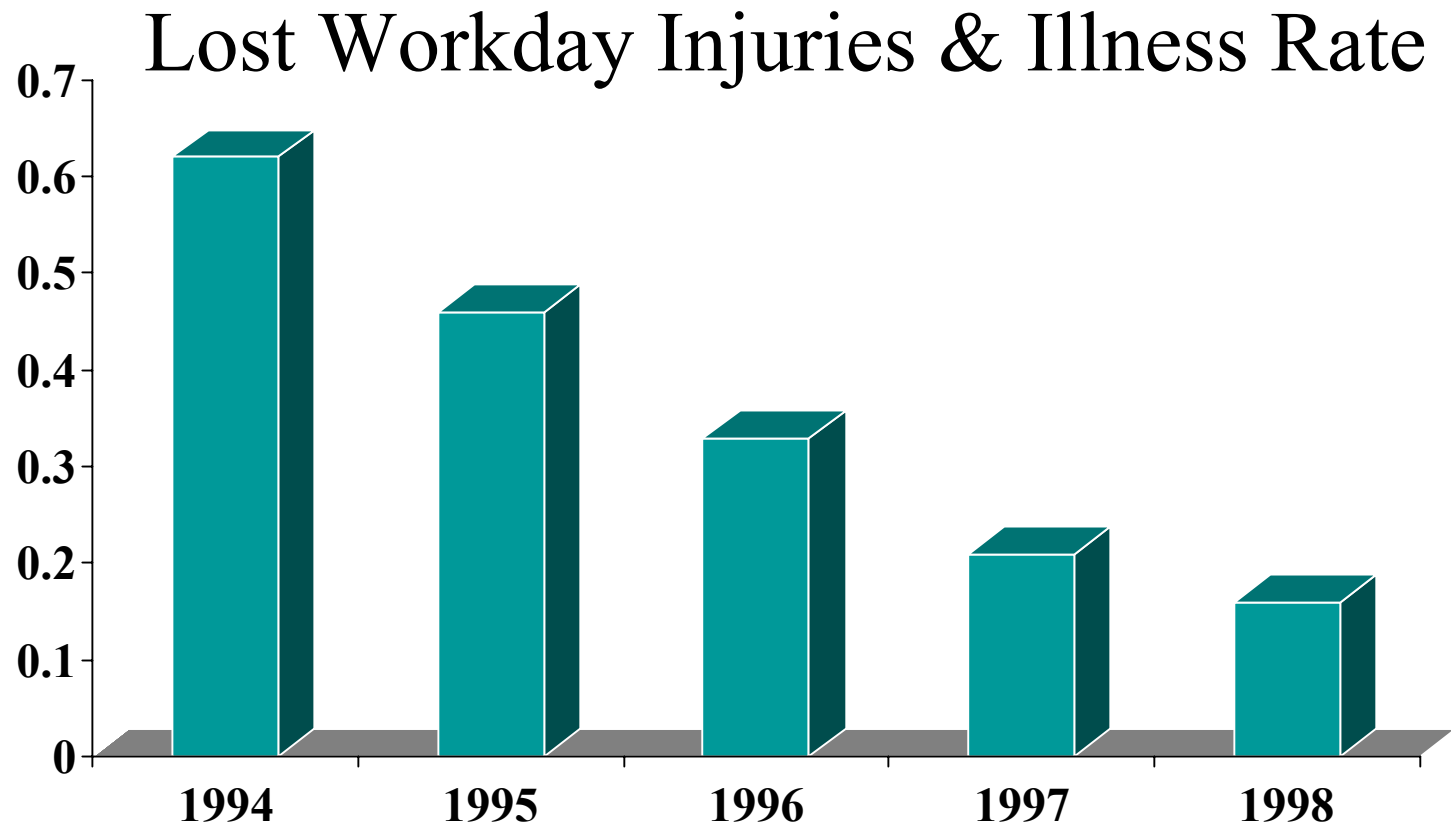
Workers' Compensation

	1996-97	1997-98	1998-99
Total \$\$ Incurred	\$726,124	\$446,274	344,104
Total # of Claims	223	179	144
Cost per Claim	\$3,256	\$2,493	\$1,794

Company D: Item 2.2 (Education)

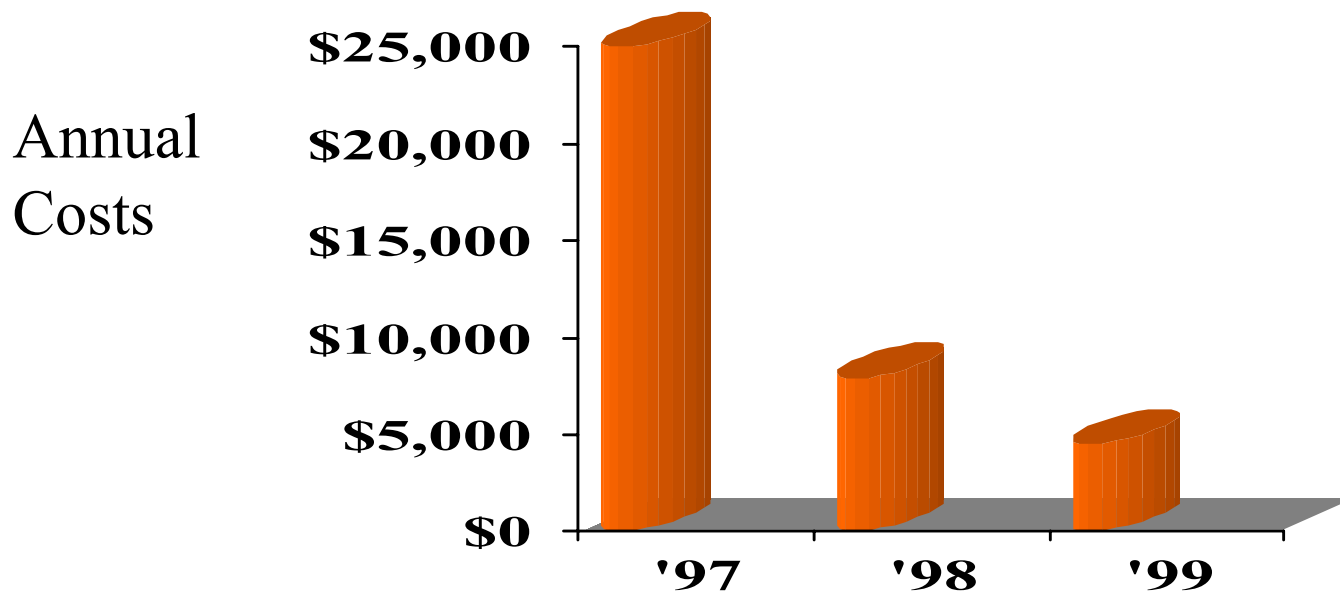


Company E: Item 1.2 (Treatment)



Company F: Item 2.1 (Prevention)

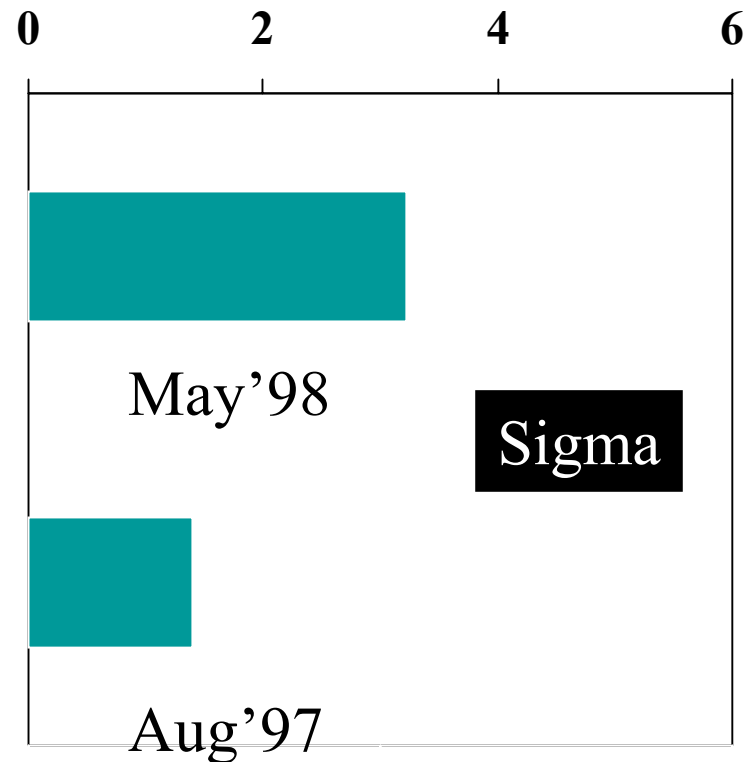
Low Back Injuries

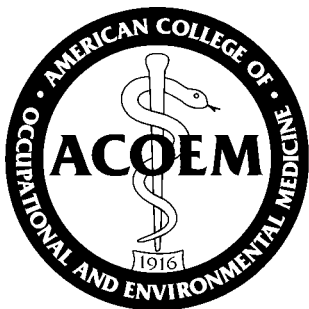


Company G: Item 1.5 (Immunizations/Travel)

Six Sigma for Healthcare

- International travel readiness gauged 8/97
 - Awareness 1.39 sigma
 - Advice 0.97 sigma
 - Immunizations 0.87 sigma
 - Travel kit 0.66 sigma
- Post-program awareness much improved





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Summary



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Conclusions

- **Since its inception over 5 years ago, the annual Corporate Health Achievement Award is promoting excellence based on measurable outcomes and positive trends.**
- **The Award's framework and scoring method, modeled after Baldrige, provide a disciplined, valid approach for program assessment.**
- **Exemplary programs and practices have been identified and publicly recognized.**

www.acoem.org/chaa

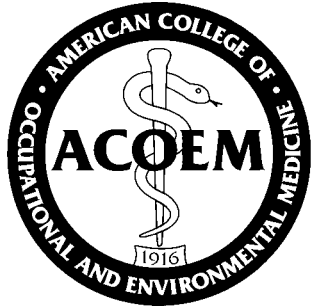
- **What is CHAA?**
- **Who has won?**
 - Prior Award Winners
 - Model Practice & Honorable Mentions
- **How do we apply?**
 - Eligibility
 - Criteria
 - Application
- **How can we measure ourselves?**
 - Checklist
 - Examples
- **How is CHAA administered?**
 - Charter Sponsors
 - Committees & Examiners
 - FAQs

Current CHAA Leadership

- **Melissa A. Bean, DO, MPH, MBA**
- **Emmett B. Ferguson, Jr., MD, MPH**
- **Vernon A. Maas, MD, MPH**
- **Kent W. Peterson, MD**
- **William J. Schneider, MD, MPH**
- **Gregg M. Stave, MD, JD**
- **Jeffery Thompson, MD**
- **William S. Wanago, MD**
- **Charles M. Yarborough, MD, MPH (Chair)**

Charter Sponsors - 1997-1999

- **The Boeing Company**
- **Comprehensive Health Services, Inc.**
- **GlaxoSmithKline (Glaxo Wellcome, Inc.)**
- **Pharmacia (Greenstone Healthcare Solutions)**
- **Continuum Healthcare Solutions (Health Examinetics)**
- **Johnson & Johnson**
- **LabOne, Inc.**
- **Merck & Company, Inc.**
- **Monsanto Company**



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